**FORMAL COMPLAINT FORM**

Before completing this form, please ensure you have read the [Student Complaints Procedure](https://www.aston.ac.uk/sites/default/files/Student-Complaints-Procedure-2021.pdf) and the attached guidance at Annex 1 and 2. We also encourage all students to seek independent advice and guidance from the Advice & Representation Centre (ARC) in the Students’ Union.

When you have completed all sections of this form, please send it, along with any supporting evidence, to the Complaints Team by email to [registry\_feedbackto@aston.ac.uk](mailto:registry_feedbackto@aston.ac.uk)

Please retain a copy of this form, as well as any other material you submit for your records.

**Section 1: Your details**

|  |  |
| --- | --- |
| Forename(s) |  |
| Surname |  |
| By what name do you like to be addressed? |  |
| Preferred pronouns |  |
| Student ID number |  |
| Email address |  |
| Telephone number |  |
| Programme of study |  |
| Do you have a disability? | Yes/No |
| If you have a disability, do you think you will need any disability related support or adjustments during the complaints process? | Yes/No |
| If yes, please explain your requirements for adjustments.  *E.g. assistance with access, support at meetings, forms in different formats.* |  |

**Section 2: Details of your representative (if you have one)**

If you have asked someone else to complain on your behalf, please give their details below. We will not communicate with any third party without your written permission.

If you do not have a representative, please leave this section blank.

|  |  |
| --- | --- |
| Name |  |
| Email address |  |
| Telephone number |  |
| Address |  |
| Are they legally qualified? | Yes/No |

**Section 3: Your statement of complaint**

Using the guidance set out at Annex 1, please set out the main points of your complaint.

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**Section 4: What have you done so far?**

Please briefly describe what steps you have already taken within the relevant department or service to resolve your complaint.

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**Section 5: What would you like done about your complaint?**

To guide us in trying to resolve your complaint, explain briefly what you might consider to be a satisfactory resolution.

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**Section 6: Evidence which supports your complaint**

Using the guidance set out at Annex 2, please list the evidence you wish to attach in support of your complaint and provide a brief explanation as to how each document supports your complaint.

|  |
| --- |
| 1.  2.  3.  4.  5. |

**Section 7: Declaration**

I believe the information I have provided is true and accurate.

I consent for the information I have supplied to be shared with selected staff so that my complaint can be fully investigated.

|  |  |
| --- | --- |
| Name |  |
| Signed |  |
| Date |  |

**ANNEX 1**

**GUIDANCE: HOW TO WRITE YOUR STATEMENT OF COMPLAINT**

Your statement of complaint should be a clear and concise account of what your complaint is about.

**What to include in your statement?**

* Where appropriate, provide a brief background to your complaint.
* Consider using a timeline to outline every keyevent you are complaining about.
* Include details such as the dates key events occurred, and the people involved.
* Where appropriate, use examples to illustrate your points.
* Describe the impact the events complained about have had on you.

**Tips for writing your statement:**

* Write the statement using your own words.
* Try to avoid going into enormous detail about everything that happened. Focus on describing your key points clearly.
* It is usually best to write about events in the same order they happened.
* Number your paragraphs. This will make it easier to find and refer to specific parts of your complaint.
* Use the full names of anyone you mention.
* If there was any bad language used during the situation, do not worry about putting those words/phrases in your statement.
* Where there is evidence to support your point, refer to the supporting piece of evidence and what it shows.

**ANNEX 2**

**GUIDANCE: PROVIDING EVIDENCE TO SUPPORT YOUR COMPLAINT**

When submitting your complaint, you should provide any evidence which supports your complaint as this will assist the University in its investigations.

Examples of supporting evidence might include:

* Any documentation (e.g. correspondence or notes of meetings) in relation to your Informal Complaint.
* Independent medical records.
* Independent statements from witnesses.
* Contemporaneous notes of meetings or conversations.
* Photographs or phone screenshots.
* Correspondence – e.g. emails, letters, text messages, What’s App messages.
* Contracts or agreements.
* Policies, procedures or regulations.

It is important that all the evidence you submit is relevant, otherwise it may distract the Complaints Team from the key elements of your complaint.

Please do not be concerned if you do not have any supporting evidence as in some complaints, there may be no evidence which is relevant other than your statement of complaint.

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